



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

OWD Issuance 14-2021: Wagner-Peyser Documentation Requirements

(Issued: November 19, 2021)

Last updated: January 31, 2022.

Q: What recent updates were made to the WP Technical Assistance Guide?

A: After reviewing multiple sources of information, OWD will now accept the following additional documentation to support date of birth (DOB) and veteran status.

Veteran Status

- a. Missouri driver's license that displays the veteran designation
- b. Veterans Administration ID card or retired Military ID card

DOB

- a. Veterans Administration ID card or retired Military ID card

Staff must review the updated WP TAG and select the appropriate option to reflect the above documentation.

Q: In the WP application, under employment, there is a field for Unemployment Compensation (UC) eligibility status. It's generally already auto-populated if the customer already has a MOJOBS record. If the UC claim status is marked as "claimant", do we still need to upload documentation for UC status?

A: When completing the WP enrollment staff need to verify with the individual that the information is correct; if they identify themselves as a claimant, then allowable documentation has to be uploaded following the WP TAG table. If documentation is not available, the status must be updated.

Q: In many cases when an individual is enrolled in W-P, they do not have the required documentation to prove their veteran status. In those instances, staff just proceed with the application as if the individual is a non-veteran. If/when the individual comes back to the Center for additional services and they bring their DD-214 or other acceptable documentation, what should staff do?

A: Staff should edit the Veteran status in the WP application, as long as the documentation supports they were a veteran at time of the initial eligibility/enrollment into WP.

Q: Can we just upload the signature page instead of the whole WP application?

A: No. Staff must upload the entire WP application, including the participant signature, to confirm the participant is attesting to all barriers, elements, and/or statuses noted on the WP application.

Last updated: December 8, 2021.

Q: Do we still report a participant's veteran status (or other status or barrier) if we don't have the supporting documentation available?

A: No. If participant reports a specific status that requires actual source documentation beyond a self-attestation, and that documentation is not available, staff cannot report the status.

For example, when working with a citizen who reports they are a veteran but cannot provide their DD214, staff cannot fill out the veteran information to reflect a veteran status.

Q: What documents are necessary to report veteran status for members of the military who are transitioning out of the military?

A: Based off the definition of a veteran, members who are transitioning out of the military are not considered a veteran. Therefore, the citizen will not have a veteran status to report and no source documentation is required to be uploaded.

Last updated: November 23, 2021.

Q: Is it acceptable to have participants verbally acknowledge receipt of their EO/CG rights when completing WP enrollments over the phone?

A: When obtaining a signature is not possible (wet signature or electronic), staff must review the information with the individual, send the EO/CG notice via email (or mail if email is not an option), and case note that the notice has been sent. If there is no case note indicating this notice has been sent, monitors will be looking for a signed EO-15 form in the participant's file. **This guidance only applies for the WP program; all participants must have a signed EO-15 form for WIOA enrollments.**

Q: I've sent the WP Application and EO15 form to the participant to sign through DocuSign. What should I do if I don't receive signed documents back?

A: If staff attempt to get an electronic signature, it is recommended that a verbal attestation be case noted, in the event the electronic signature is not received.

Q: Can the WP Application and EO paperwork be uploaded as one single document or should they be separate?

A: Documents can be uploaded as one single document. This includes all other eligibility documentation, such as proof of SSN, DOB, etc.

- Q: I'm co-enrolling a participant into WP and WIOA, do I have to have signatures on both applications?**
- A:** No. If staff are co-enrolling into WIOA on the same day, the signed WIOA application will serve as the necessary self-attestation documentation.
- Q: My region does not upload documentation to MoJobs. If I co-enroll into WP and WIOA, must I upload documents or can they stay in the physical file?**
- A:** If co-enrolling, staff may store the documents in the physical file, following the local region's usual protocol. Uploading to the MoJobs record is simply reducing the need for OWD staff to keep paper files.
- Q: For RESEA appointments, are staff supposed to print out the RESEA appointment letters?**
- A:** Reporting a participant's Unemployment Compensation Status is required and the TAG allows for documentation through a "referral by RESEA"; that documentation exists through the scheduled RESEA event. To report a RESEA participant's UC status, answer "yes" to the question, then verify by selecting the "referral by RESEA" option. If working with a participant who was not referred by RESEA for a RESEA appointment, then staff would need to provide physical documentation using the list in the table.
- Q: For participants on SNAP benefits can we use the SNAP Indicator for supporting documentation?**
- A:** Yes. The table lists "cross-match with SNAP public assistance records", which is the same thing as the SNAP indicator. Staff will need to save a copy of the indicator to the participant's file, as the indicator may go away as SNAP eligibility is removed later.

Please direct all questions or comments regarding the Issuance or this FAQ document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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